

REMINDER AND RECALL SYSTEMS: AN OVERVIEW

Montana Immunization Program
Regional Workshops 2015

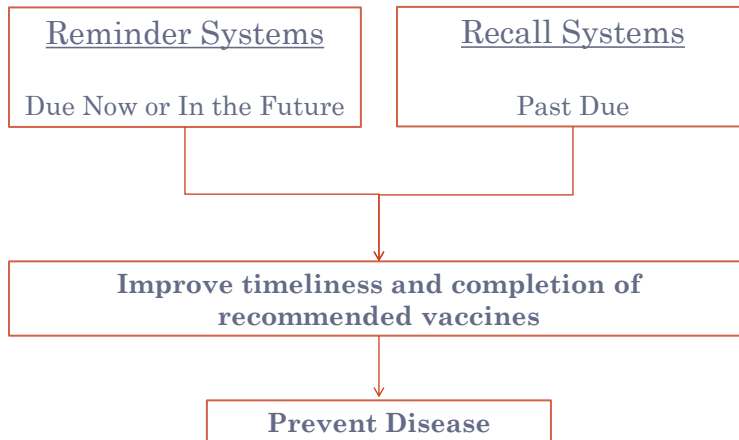
THERE'S A REASON....

- Easy to implement
- Variety of methods
- Ability to customize
- Cost-effective
- Positive outcomes
 - Higher Immunization Rates
 - Improvement in Overall Health Care



Up to 20%

REMINDER VS RECALL



REMINDER AND RECALL METHODS

One size does not fit all!

- Medical Chart
- Mail
- E-Mail
- Phone Calls
- Text



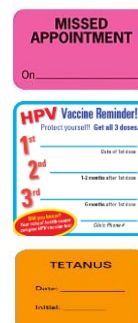
CONSIDERATIONS

- Target Audience
- Reminder and/or Recall Ability
- Patient Preference
- Available Resources
- Source of Information
- Data Clean- Up Needed
- Data Completeness and Reliability
- Maintenance



MEDICAL CHART-BASED METHODS

- Paper Medical Chart



MEDICAL CHART-BASED METHODS

- Paper Medical Chart
- Electronic Health Record
 - Automatic Prompts and Reminders
 - Standing Orders



Immunization Status

Immunization	Due Date	Immunization	Due Date
DTaP/Tdap	8/2/2015	Polio	Completed
Polio	8/2/2015	HepB	Completed
HepB	Completed	Mor	8/2/2015
MMor	8/2/2015	Varicella	8/2/2015
Fluenz	8/2/2015	Influenza	Completed
HPV	8/2/2015	PCV13	Completed
TD Booster	Ineligible		
Zoster	Ineligible		

Selected Diagnoses and Orders

- RM VISIT - Nurse Visit
- 8/2/15 - 1 RM VISIT, Established Patient, Under 1
- 8/2/15 - Nurse HPV vaccine, Under 1
- VISIT - HPV Vaccine
- 8/2/15 - HPV Vaccine, Under 1

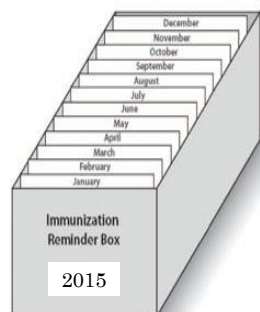
MAIL REMINDER/RECALL METHODS

Tickler Systems

George Watson, DDS
1234 Main Street
Anytown, USA 12345
Phone (555) 123 4567

JUST A REMINDER

It's time to make an appointment.



MAIL REMINDER/RECALL METHODS

Letters and Cards Generated Directly From:

- imMTrax
- Provider's EHR



Dear Potato Soup,

Our records indicate that Broccoli Cheddar Soup has received the following immunizations:

Immunization	Date Administered	Series
HepB	01/01/2010	1 of 3
HepB	03/01/2010	2 of 3
HepB	07/01/2010	3 of 3
MMR	01/15/2011	1 of 2
Polio	03/15/2010	1 of 4
Rotavirus	03/15/2010	1 of 3
Rotavirus	05/15/2010	2 of 3

Our records also show that Broccoli may be due for the following immunizations. If Broccoli received these or other immunizations from another health care provider, please call our office so that we can update Broccoli's record. Otherwise please take Broccoli to a health care provider to receive them.

Vaccine	Date Needed
DTPaP	03/01/2010
Hep A	01/01/2011
Hib	03/01/2010
Influenza	07/01/2010
MMR	01/01/2014
Pneumococcal	03/01/2010
Polio	05/15/2010
Tdap > 7 years	01/01/2011
Varicella	01/01/2011

The number for our office is: 406-444-4444
Schedule your appointment today

MAIL REMINDER/RECALL METHODS

Provider-Chosen Reminder Cards, Postcards, etc.

Patient List/Address Label from:

- imMTrax
- Provider's EHR
- Manual Entry or Handwritten

POTATO SOUP
BROCCOLI CHEDDAR SOUP
5555 MONTANA AVE
HELENA MT 59601

POTATO SOUP
TOMATO SOUP
5555 MONTANA AVE
HELENA MT 59601



E-MAIL REMINDER/RECALL METHODS

Patient e-mail address list from:

- imMTrax
- Provider's EHR
- Manual Entry/Chart Extraction



PHONE REMINDER/RECALL METHODS

Patient phone number list from:

- imMTrax
- Provider's EHR
- Manual Entry/Chart Extraction



Examples:

Call-Em-All	Call Fire
Televox	Voicent



TEXT REMINDER/RECALL METHODS

Patient phone number list from:

- imMTrax
- Provider's EHR
- Manual Entry/Chart Extraction

Examples:

Call-Em-All	Call Fire
Televox	Voicent



Approximately 33 million children in the US
live in wireless-only households!!

IMMTRAX REMINDER AND RECALL, REQUIRED CONDITIONS

- Client imMTrax status is Active
- Client is assigned as having a Primary or Secondary Association (site-specific)
- Client has Allow Reminder & Recall Contact saved as Yes
- One *Responsible Person* assigned in the client's record as **Primary** and designating approval to receive notices
- *Primary Responsible Person* has sufficient contact information

IMMTRAX OPTIONS

what? (vaccine)

who?

sort by...

Reminder/Recall Request

Select the Vaccine Group(s) ...

☒ Use All Vaccine Groups

☐ Use Vaccine Groups Selected

☐ Use Deferred Status Only

Adenov
Anthrax
BCG
Cholera
Convax

Add All >>
Add >
< Remove
<< Remove All

Select the Organization, Sites and/or Lot...

Organization: Inafake Clinic

Sites: Inafake Too Health Center

Association: Primary or Secondary

NOTE: Lot is for use when there is a manufacturer recall. Other criteria on this page will be ignored, except for the Target Date Range.

Lot:

Select the School & Primary Care Provider ...

School:

Provider (PCP):

Enter Additional Demographic Criteria ...

City:

Zip Code:

County:

Enter the Date Criteria ...

Target Date Range

From:

To:

NOTE: If Target Date is blank, today's date will be used.

☒ Birth Date Range

☐ Patient Age

Weeks Since Last Notice:

Exclude clients more than:

Exclude from:

☒ Today's Date

☐ Target From Date

Specify How to Sort the Report Data ...

Sort 1st By: Last Name

Ascending

Sort 3rd By:

Sort 2nd By: First Name

Ascending

Sort 4th By:

Generate

Cancel

IMMTRAX OPTIONS

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Rotavirus	03/15/2010	1 of 3
Rotavirus	05/15/2010	2 of 3

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Influenza	07/01/2010
MMR	01/01/2014
Pneumococcal	03/01/2010
Polio	05/15/2010
Tdap > 7 years	01/01/2021
Varicella	01/01/2011

The number for our office is: 406-444-4444

Schedule your appointment today

sample letter

Warm Greetings,

This postcard is a friendly reminder.

Don't forget to contact your Doctor to schedule routine vaccinations (shots) for you and your family.

The Number for our office is: 406-444-4444

Reminder/Recall Functions Are Awesome!

sample card

POTATO SOUP	POTATO SOUP
BROCCOLI CHEDDAR SOUP	TOMATO SOUP
5555 MONTANA AVE	5555 MONTANA AVE
HELENA MT 59601	HELENA MT 59601

sample address labels

IMMTRAX TRAINING/RESOURCES AVAILABLE

- Instructional PowerPoint currently available:
<http://dphhs.mt.gov/publichealth/imMTrax/imMTraxTraining>
- “On Demand” training via scheduled one-on-one WebEx
- imMTrax User Call May 13 @ 9:00 am
 Topic: Reminder/Recall Functions in imMTrax
- Live imMTrax Trainings coming this Summer/Fall

RESOURCES

AAP Immunization Resources: Immunization Reminder & Recall Systems. American Academy of Pediatrics.
<http://www2.aap.org/immunization/pediatricians/pdf/ReminderRecall.pdf>

Reminder/Recall in Immunization Information Systems. American Immunization Registry Association.
http://www.immregistries.org/resources/AIRA-MIROW_RR_041009.pdf

Vaccine Adherence Improved with Text Message Reminders. The Arizona Partnership for Immunization.
<https://www.whymmunize.org/vaccine-adherence-improved-with-text-message-reminders/>



QUESTIONS?

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